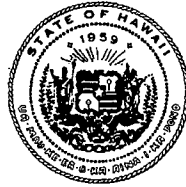


NEIL ABERCROMBIE
GOVERNOR

OFFICE OF THE DIRECTOR
DEPARTMENT OF HUMAN SERVICES
HONOLULU, HAWAII 96809-0339



PATRICIA McMANAMAN
DIRECTOR

BARBARA YAMASHITA
DEPUTY DIRECTOR

DEPT. COMM. NO. 116

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

May 21, 2013

The Honorable Donna Mercado Kim and;
Members of the State Senate
Honolulu, Hawaii 96813

Re: Protection of Personal Information - Report to the Legislature

Dear Speaker Souki and Members of the State House:

In accordance with Section 487J-2, Hawaii Revised Statutes, the Hawaii Public Housing Authority (HPHA) is reporting to the Hawaii State Legislature an incident that occurred on March 28, 2013.

On that day, the employee was on scheduled vacation, but forwarded his work emails to his personal email account to assist the HPHA with an urgent deadline. An email containing an attached file was accidentally forwarded to the employee's personal email account. The file contained the names and social security numbers (SSN) of 827 tenants. It has been determined that the data file was not adequately secured though it is not normal practice to send this type of file over the email network. These data files are normally kept on the HPHA's secured system server which has protected access. Accordingly, the file has been deleted from the employee's personal email account. A risk assessment was completed that indicated the illegal use of or a risk of harm to the tenants is not likely to occur.

We take the protection of Personal Identifiable Information (PII) very seriously. The following steps are being implemented to remedy this breach including: updating procedures to properly secure the transmission of Personal Identifiable Information outside of HPHA's secured network, providing information security training to affected staff and contractors and, implementing a customized software application that replaces tenant tax ID numbers (SSN) with an entity number

If you have any questions regarding this matter, please contact Mr. Lim Yong at (808) 586-4949, or via Email: LYong@dhs.hawaii.gov.

Sincerely

A handwritten signature in black ink, appearing to read "Patricia McManaman".

Patricia McManaman
Director

cc: Governor's Office
Information Privacy / Security Council (IPSC)

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